



Department of Medical Assistance Services  
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<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** All Medicaid Enrolled Providers and Managed Care Organizations Participating in the Virginia Medical Assistance Programs

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 7/23/2012

**SUBJECT:** Entry of Anthem HealthKeepers Plus, a Virginia Managed Care Organization (MCO), for the Medicaid/FAMIS Programs in Culpeper – September 1, 2012

The purpose of this memorandum is to inform you of the entry of Anthem HealthKeepers Plus, a Virginia Managed Care Organization (MCO), for the Medicaid/FAMIS programs in the Culpeper area of the Commonwealth. DMAS is pleased to announce that, effective September 1, 2012, Anthem HealthKeepers Inc., will be administering health care services to Medicaid, FAMIS, and FAMIS MOMS managed care eligible members in Culpeper County. Managed care eligible members in Culpeper will now have a choice of two health plans, Anthem HealthKeepers Inc., Plus and Amerigroup Community Care, offering a wide range of enhanced services.

Medicaid's MCO program began on January 1, 1996, as a managed care initiative of the Virginia Medical Assistance Program. As a result of multiple expansions, the current MCO program now covers Medicaid and FAMIS populations in all localities across the Commonwealth. With this Culpeper expansion, the Department will operate the MCO program statewide with at least two MCOs in each area of Virginia. Expansion of the managed care program has resulted in significant health outcome achievements that are detailed in the *Virginia Managed Care Performance Report 2011*, which may be viewed at [http://dmasva.dmas.virginia.gov/Content\\_atchs/mc/apr-f6.pdf](http://dmasva.dmas.virginia.gov/Content_atchs/mc/apr-f6.pdf).

## **IMPACT OF MCO EXPANSION ON PROVIDERS**

MCO expansion in Culpeper County means that the Rural Option program will end on August 31, 2012, and will no longer be available. Effective September 1, 2012, managed care eligible individuals residing in Culpeper will be enrolled in one of the two MCOs.

Each MCO is responsible for the development of its provider network. Providers are strongly encouraged to contract with the participating MCOs. This will allow you to continue serving the Medicaid and FAMIS managed care population. It will be helpful to your patients to advise them of the MCOs with which you are contracting so that they may continue to be seen by your practices.

If you have not already been contacted by the MCOs, DMAS encourages providers to contact the MCOs to begin the contracting and credentialing process. Please be aware that credentialing may take up to 90 days. If you wish to contract with the MCOs, please call:

Amerigroup Community Care  
Anthem HealthKeepers Plus

1-800-231-8076 or 703-286-3792  
1-703-227-5315

To assist in the transition process, DMAS will be providing the MCOs with Medical Transition Reports. These reports will reflect individuals receiving certain medical services such as durable medical equipment, pregnancy services, and dialysis, among others. This information will assure that service authorizations, etc., are transferred to the MCOs without disruption.

#### Individuals Excluded from Managed Care Participation

There are certain groups of Medicaid members who are exempt from MCO participation. These individuals will continue to be served through Medicaid's fee-for-service program. A list of members that are excluded from participating in Medallion II can be found at: [http://www.dmas.virginia.gov/Content\\_atchs/mc/mc-mdl2\\_exlsns.pdf](http://www.dmas.virginia.gov/Content_atchs/mc/mc-mdl2_exlsns.pdf).

Medicaid members may contact the Managed Care HelpLine at 1-800-643-2273 or find more information on Managed Care on the DMAS website at [http://dmasva.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx). FAMIS members should contact FAMIS at 1-866-873-2647 for assistance with choosing an MCO.

#### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

#### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273  
1-800-552-8627

Richmond area and out-of-state long distance  
All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.